# Position Details

## General Management – CSOF7

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| The following information is for applicants | |
| Advertised Job Title | Relationship Manager (Western Australia; State Government and Universities) |
| Job Reference | 74257 |
| Tenure | Specified Term of 3 years  Full-time |
| Salary Range | AU$139,166 to AU$153,975 pa (pro-rata for part-time) + up to 15.4% superannuation |
| Location(s) | Perth, Western Australia |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | * Australian/New Zealand Citizens and Australian Permanent Residents Only |
| Position reports to the | Executive Manager – Future Industries, Business Development and Global |
| Client Focus – Internal | 30% |
| Client Focus – External | 70% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact Nick Pagett via email at [nick.pagett@csiro.au](mailto:nick.pagett@csiro.au) or phone +61 2 9490 8487 |
| How to apply | Apply online at <https://jobs.csiro.au/>  Internal applicants please apply via **Jobs Central**  If you experience difficulties when applying, please email [careers.online@csiro.au](mailto:careers.online@csiro.au) or call 1300 984 220. |

### Role Overview

The role of a Relationship Manager (RM) for Western Australia (WA) State Government and WA Universities is to develop relationships within the state government departments and Universities and grow networks and promote CSIRO capability. The RM is responsible for the execution of Strategic Relationship Agreement (SRA), including the coordination of the steering committee and working groups, coordinating across CSIRO and the relevant WA Gov departments and WA Universities.

This role will be pivotal in ensuring CSIRO maximises and realises business and funding opportunities with these Departments and Universities through building and maintaining strong relationships. It is expected this role will work at the executive level within the Departments/Universities and will ensure a seamless and constructive experience at all levels for the customer. The position will require collaboration across leadership levels for all Business Units relevant to that customer, to leverage opportunities.

The aim of SRAs is to increase jobs and create economic growth across WA through the delivery of science and innovation. The role will report to the Executive Manager, Business Development and Global and will be responsible for aligning CSIRO’s business interactions and funding opportunities to the SRAs as well as identifying new opportunities (revenue generation) and connecting scientists, senior leaders and our executive to key stakeholders within WA through the provision of high-level advice to WA Government /University senior managers, executives and member of parliament.

### Duties and Key Result Areas

* Implementation, execution, and management of state gov SRA/MOU’s and the steering committee/s and/or working groups outlined in the SRA/MOU
* Ensure Priority Focus Areas for Engagement based on state gov Investment Priorities and CSIRO Capability
* Relationship Alignment – CSIRO (Board, Executive, CLT) representatives networked to which decision makers in the relevant state gov
* New Business Models for Engagement and broadening CSIRO relationships with Depts, Agencies and Universities
  + Shared Resources (utilisation of programs such as Switch)
  + Deployments
  + Co-Located Facilities and Precincts
  + Broader Services Engagement – Education, Future, On, Innovation Hubs
  + Industry Partnerships Leverage
* Reporting and Forecast Management Tools – Active Scorecard including defining new state Government Engagement Targets
* Facilitating and chairing internal working group/s focused on relevant State Gov engagement and Universities
* Develop and maintain strong trusted advisor relationships with key/senior executives within state gov departments
* Develop and implement a program in conjunction with business units to achieve and grow the revenue pipeline across CSIRO from these departments in line within budget expectations
* Communicate effectively and transparently across CSIRO so all current and future opportunities aligned to these customers are known to relevant CSIRO stakeholders
* Influence and leverage appropriate key resources within CSIRO to respond to opportunities and achieve key growth targets for each department
* Play a leading role in building a customer first culture across CSIRO in an innovative and agile way through demonstration of the best practice for key account management and the recognition of customer values
* Manage and monitor the forward pipeline and opportunities via O2D for the accounts
* Adhere to the spirit and practice of CSIRO’s Values, Code of Conduct, Health, Safety and Environment procedures and policy, Diversity initiatives and Making Safety Personal goals.
* Other duties as directed.

## **Required Competencies**

* **Teamwork and Collaboration:** Creates and fosters an environment in which there is a high level of cooperation within and between teams. Facilitates positive team relationships to build organisational interaction across CSIRO.
* **Influence and Communication:** Uses complex influencing strategies, for example, assembling strategic coalitions, building behind the scenes support and the tactical use of information to gain support.
* **Resource Management/Leadership:** Provides leadership that fosters an environment that encourages new ideas and provides support for the development of emerging skills. Creates trust by displaying consistency and understanding through integrity and patience. Plans, seeks, allocates and monitors resources to achieve outcomes.
* **Judgement and Problem Solving:** Anticipates and manages problems in ambiguous situations. Develops and selects an appropriate course of action and provides for contingencies. Evaluates, interprets and integrates complex bodies of information and draws logical conclusions, synthesises proposals and defends options with reasoned arguments.
* **Independence:** Commits significant resources in the face of uncertainty and takes calculated risks to improve performance and achieve challenging goals. Uses personal energy to drive change strategies. Formulates and implements contingency plans to minimise the impact of potential risks. Accepts personal responsibility for the outcomes of decisions/risks taken.
* **Adaptability:**Is flexible in response to external change or when faced with external constraints. Identifies and promotes the opportunities arising as a result of change.

## **Selection Criteria**

#### Essential

*Under CSIRO policy only those who meet all essential criteria can be appointed.*

1. Relevant degree in conjunction with demonstrated achievement in senior advisory and managerial roles, ideally with postgraduate managerial qualifications.
2. Demonstrated ability to partner effectively with Government Departments, Ministers and Universities to achieve and grow Business Development and/or Commercial impact with revenue, focusing on return on investment to maximise Organisational results.
3. Demonstrated ability to proactively identify, build and develop a portfolio of Senior Executive relationships, to support delivery of impact objectives and meet current and future revenue goals.
4. Demonstrated ability to deliver end-to-end conversion of strategic Business Development and Global opportunities with a focus on driving and supporting efficient commercial contracting.
5. Demonstrated experience to build and maintain strong professional and collaborative working relationships across a wide range of disciplines at all levels of the organisation and externally, proactively seek and influence multiple key stakeholders, within a complex and ambiguous environment, to achieve a successful outcome.
6. Demonstrated experience in building a high performing team, providing coaching and development opportunities across the breadth and depth of a complex team that delivers high standards in service delivery as well as technical output, proven ability to hold a team accountable to specified results, as well as creating a culture that fosters innovative problem solving, continuous improvement and knowledge sharing.

Special Requirements

Appointment to this role may be subject to conditions including provision of a national police check as well as other security/medical/character clearance requirements.

* The successful candidate will be asked to obtain and provide evidence of a National Police Check or equivalent. Please note that people with criminal records are not automatically deemed ineligible. Each application will be considered on its merits.

## **About CSIRO**

We solve the greatest challenges through innovative science and technology. To find out more visit us [online](http://www.csiro.au/)!

CSIRO is a values-based organisation.  In your application and at interview you will need to demonstrate behaviours aligned to our values of:

* 1. People First
  2. Further Together
  3. Making it Real
  4. Trusted